



ISD Process Asset Deployment

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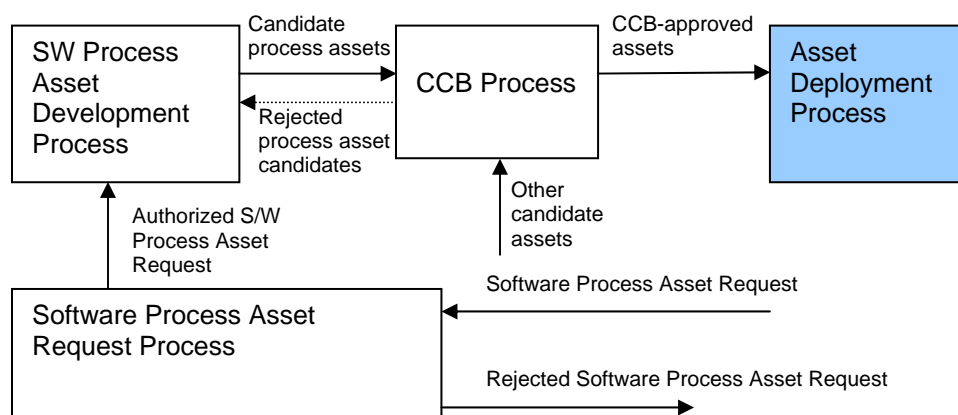
Responsible Office: 580/Information Systems Division (ISD)
Title: ISD Process Asset Deployment

Asset Type: Sub-process
PAL Number: 3.5.4

Purpose The purpose of this Process Asset Deployment process is to describe how new and updated Process Assets will be communicated and put into use.

Scope This process is applicable to all ISD process assets.

Context Diagram



Roles and Responsibilities

Process Engineer:

Performs the Process Asset Deployment process.

Engineering Process Group (EPG):

Monitors deployment of process and initiates changes as necessary.

Usage Scenarios

This process is used to communicate/announce and deploy new and updated process assets.

***GUIDANCE:** This process connects with the "[Website Deployment of Process Assets](#)," "[Website Deployment of Tool Assets](#)," and the "[Development and Maintenance of the GSFC Software Process Improvement \(SPI\) Website](#)" procedures and may receive feedback from them.*

Inputs

Approved process asset

Entry Criteria

This process is entered upon CCB approval of a new or updated process

	asset.
Exit Criteria	Asset in use.
Output	<p>Outputs:</p> <ul style="list-style-type: none"> • Awareness of new or updated process asset • PAL Update • Feedback regarding the process asset <p><i>GUIDANCE: See the “Website Deployment of Process Assets” procedure for the procedure to be followed for the PAL update</i></p>
Major Tasks	<p>The process engineer performs the following tasks sequentially, concurrently, and/or iteratively as necessary:</p> <ol style="list-style-type: none"> 1. Communicate new/updated asset. 2. Prepare for deployment. 3. Deploy new/updated asset (as necessary). 4. Assess the effectiveness of deployment (performed by EPG) 5. Coordinate objective verification. <p><i>GUIDANCE: While generally sequential, this process may be iterative where feedback regarding deployment indicates additional effort is required.</i></p>
Task 1:	<p>Communicate new/updated asset</p> <p>a. Update PAL website.</p> <p><i>GUIDANCE: See “Website Deployment of Process Assets,” “Website Deployment of Tool Assets,” and the “Development and Maintenance of the GSFC Software Process Improvement (SPI) Website” procedures.</i></p> <p>b. Determine message</p> <p><i>GUIDANCE: In addition to the particulars of the assets, be sure to clearly determine affected organizations or roles, benefits to affected organizations or roles, transition approach and effective date.</i></p> <p>c. Identify the audience.</p> <p>d. Identify any obstacles to effective communication (e.g., anticipated resistance), and develop appropriate contingency plans.</p> <p>e. Select the communication vehicle(s).</p> <p><i>GUIDANCE: The communication vehicle may include broadcast emails, posters, targeted emails, and/or announcements in staff or all-hands meetings.</i></p> <p>f. Communicate as planned.</p> <p>g. If needed, address feedback from audience.</p> <p><i>GUIDANCE: Additional communications via the same or different vehicles may be advised.</i></p>
Task 2:	Prepare for deployment

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- a) Determine affected organizations, roles or related assets.
 - b) Define transition approach (from prior process to new process)

GUIDANCE: The new process may be applicable to all projects, new projects started as of a particular date, or to certain organizations on particular dates. The transition approach should be confirmed with CCB representatives.

- c) Assign appropriate personnel to fulfill key roles for deployment.

Task 3:

Deploy new/updated asset

GUIDANCE: Consider the scale of the change. Depending on the nature of the asset and its complexity (or the degree of change to an existing asset), communication activities undertaken in Task 1 may be adequate.

GUIDANCE: Consider grouping similar or related process asset updates together.

GUIDANCE: Periodically (quarterly, semi-annually, or at least annually), sessions should be offered to at a minimum discuss the most significant changes to the process baseline and solicit feedback.

- a. Identify roles or individuals that need support.

GUIDANCE: Also estimate the number of individuals or students

- b. Determine vehicle.

GUIDANCE: Depending upon the asset or nature of change to the asset, the deployment vehicle may include formal courses, brown bag lunch sessions, staff meetings, a self-paced class, an awareness session, or one-on-one mentoring/coaching.

- c. Prepare materials (if any).

GUIDANCE: Depending on the deployment vehicle selected, and the nature of the asset, no materials may be necessary.

- d. Offer training or support as per vehicle determined in step b.

- e. Assess effectiveness of training or support.

GUIDANCE: Feedback from training or mentoring should be provided to the EPG for consideration.

GUIDANCE: See the PAL for further guidance and templates for Training, Training Assessment, and Lessons Learned.

Task 4:

Assess the effectiveness of deployment (performed by EPG)

- a. Determine extent of use and identify any problems with use.

GUIDANCE: This may take the form of an informal discussion, status review topic, or review of QA process assessments. Consider the scale of the asset being deployed and risk of not determining extent of use.

- b. Determine if additional support or other deployment activities are needed.

- c. Determine if additional assets, tools, templates, or other materials are needed.

GUIDANCE: Again, consider the scale of the asset being deployed and if

only small changes have been communicated, consider a periodic all encompassing survey.

Seek to assess the effectiveness soon after the next use of the asset has occurred – this may be a couple weeks after deployment for a status report template, or after a number of months for a planning process change.

Task 5:

Coordinate objective verification

- a. Notify Software Assurance of new/changed process requirement.
- b. Meet to help identify change to audit checklist (if any).

GUIDANCE: Objective verification will typically be performed by Quality Assurance but may also include higher level management and/or EPG members

Measures

Monthly recommended measures:

- Number of assets communicated/announced
 - Number of assets deployed
 - Number of formal deployment sessions (training classes, mentoring meetings, brown-bag discussions, etc.) conducted and number of attendees
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References

- **Glossary:** <http://software.gsfc.nasa.gov/glossary.cfm>
Defines common terms used in ISD processes
 - **Process Asset Library:** <http://software.gsfc.nasa.gov/process.cfm>
Library of all ISD process descriptions
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Quality Management System Records

Controlled Document / Description	Record Custodian
Formal deployment materials (as necessary)	EPG Chair

Change History

Version	Date	Description of Improvements
1.0	8/23/06	Initial approved version by CCB